

Five County Association of Governments



TITLE VI SUBRECIPIENT PLAN

Non-Discrimination in the Federal Transit Program

November 2013

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1. Introduction

Title VI was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. All recipients and subrecipients of Federal Transit Administration (FTA) funds must ensure that programs, policies and activities comply with FTA Title VI regulations. To provide recipients with specific guidance, FTA published Circular 4702.1B, October, 2012 (http://www.fta.dot.gov/legislation_law/12349_14792.html) The instruction provided in the circular is intended to ensure recipients meet the Title VI requirements and appropriately integrate them into FTA-funded programs throughout each state.

To meet all Title VI requirements, FTA-Funded programs must submit to the Utah Department of Transportation (UDOT) Public Transit Team (PTT) a Title VI plan that exhibits policy adoption, public outreach and involvement procedures and complaint procedures. FTA Circular 4702.1B, October, 2012 requires that ALL recipients and subrecipients submit the following plan elements :

- ✓ Adoption of Policy Affirming Intention to Meet All Title VI Requirements
- ✓ Compliance Monitoring and Review
- ✓ Complaint Procedures
- ✓ Notice to Beneficiaries
- ✓ Poster Requirements
- ✓ Public Participation Plan
- ✓ Limited English Proficiency (LEP)
- ✓ Ongoing Staff Training

Five County Association of Governments

Title VI Plan

Non-Discrimination in the Federal Transit Program

“Simple justice requires that public funds to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes or results in racial discrimination.”

—John F. Kennedy

2. Policy on Title VI

Five County Association of Governments

The Agency affirms:

1. Title VI of the Civil Rights Act of 1964 prohibits discrimination in federally assisted programs. Title VI was amended by the Civil Rights Restoration Act of 1987 (P.L. 100-259), effective March 22, 1988, which added Section 606, expanding the definition of the terms “programs or activities” to include all of the operations of an educational institution, governmental entity, or private employer that receives federal funds if any one operation receives federal funds.
2. Five County Association of Governments is an association of local governments. It is the policy of Five County Association of Governments to ensure compliance with Title VI of the Civil Rights Act of 1964 and all related statutes or regulations in all programs and activities so administered.
3. The Five County Association of Governments Title VI Coordinator is granted the authority to administer and monitor the Title VI Plan as promulgated under Title VI of the Civil Rights Act of 1964 and any subsequent legislation. The Title VI Coordinator will provide assistance as needed.
4. The Five County Association of Governments will take all steps to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity of the Agency.
5. The Agency recognizes the need for annual Title VI training for Agency personnel.

Commissioner James Matson, Chair
Five County Association of Governments
Steering Committee

Date

2.1 Information about Five County AOG Policy Body

Steering Committee. The policy body for the Five County Association of Governments shall be known as the Steering Committee.

The membership of the Steering Committee shall consist of

1. The Chairman of each County Commission
2. A Mayor or Town President from each county
3. The Chairman of each County School Board.
4. A Representative from Southern Utah State College *, a Representative from Dixie College #, and all State Senators and State Representatives whose districts extend into the Five County area shall serve on the Steering Committee as ex-officio members. Any member of the Steering Committee may select an alternate.

A. Terms of Office. Steering Committee members shall serve for terms of one year or until their successors have been duly elected.

B. Officers. There shall be a Chairman and a Vice-Chairman who shall serve as Chairman in the former's absence. The position of Chairman shall rotate on an annual basis in the following manner Iron County, Beaver County, Garfield County, Kane County, Washington County. Each County Delegation shall determine who their Chairman shall be. If the county responsibility to provide the Chairmanship of the Association for any specific year in unable to carry out the responsibility, the Chairmanship may be passed to the next county in sequence if approved by a majority vote of the total membership of the Steering Committee.

In the event that the Chairman is unable to serve a full term in office, his county delegation shall choose a new Chairman to fill the unexpired term. Terms of office shall begin as of the first Association meeting in February of each year.

3. UDOT Compliance/Monitoring Review and Training

The Five County Association of Governments agrees to participate in on-site reviews and cooperate with Compliance Staff throughout the review process.

3.1 In conducting on-site reviews, the UDOT PTT Compliance Officer looks for the following:

1. Clearly displayed Title VI posters with the required information (in vehicles and in public spaces)
 - a. Description of Title VI
 - b. Explanation of how to obtain Title VI information
 - c. Explanation of how to file a complaint
 - d. Available complaint forms
2. Current file containing complaints
3. UDOT conducts periodic on-site monitor assessments to determine the subrecipient's compliance with the FTA Title VI regulations. These reviews include service measurements, location of transit service and facilities, participation opportunities in the transit planning and decision-making processes, and communication needs of persons with limited English proficiency (LEP).

The Five County Association of Governments agrees to participate in training that includes Title VI and its requirements. The UDOT PTT Compliance Officer presents the following:

1. Introduces Title VI and its requirements for compliance
 - a. Provides information regarding outreach opportunities to minority populations and demographic information
2. Provides sample Title VI posters (including required signatures and contact information)
 - a. Discusses required poster locations
3. Discusses LEP and provides the sample UDOT LEP tools
4. Discusses Title VI complaint forms
5. Provides sample Title VI complaint forms
6. Discusses the required maintenance of a Title VI file readily available for review
7. Discusses the reporting requirements and the annual Certification and Assurances
 - a. Discusses the required Title VI verification, including a description of lawsuits and complaints for the past year

In addition to new subrecipients, training by the UDOT PTT Compliance Officer and UDOT Civil Rights staff is also conducted as requested and as changes in the law occur, as needed. Both the Compliance Officer and the Civil Rights staff are also available any time as a technical resource for questions or concerns regarding Title VI and its requirements.

3.2 Certification and Assurance Submission

The Five County Association of Governments agrees to submit the annual Title VI assurance to UDOT as part of the annual Certification and Assurance submission.

3.3 Title VI Complaint Procedures

UDOT investigates and tracks Title VI complaints filed with UDOT against subrecipients.

3.4 Procedure for Investigations, Complaints and Lawsuits

UDOT has developed and maintains a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipients that allege discrimination on the basis of race, color, or national origin. This list includes the date the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation.

4. Title VI Complaint Procedure and Investigation Guidelines

Five County Association of Governments has developed procedures for investigating and tracking Title VI complaints filed against them and has made those procedures for filing a complaint available to the public. The Five County Association of Governments' complaint procedure is outlined below:

4.1 Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Five County Association of Governments may file a Title VI complaint by completing and submitting the Agency's Title VI Complaint Form. The Five County Association of Governments investigates complaints received no more than 180 calendar days after the alleged incident. The Five County Association of Governments will process complaints that have completed all elements of the complaint form.

Once the complaint is received, the Five County Association of Governments will review it to determine if the Five County Association of Governments has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by the Five County Association of Governments.

The Five County Association of Governments has 10 business days to investigate the complaint. If more information is needed to resolve the case, the Five County Association of Governments may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 calendar days, the investigator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, the Five County Association of Governments will issue one of two letters to the complainant:

1. A closure letter that summarizes the allegations and states there was not a Title VI violation and that the case will be closed.
2. A Letter of Finding (LOF) that summarizes the allegations and the interviews regarding the alleged incident, and explains if any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 calendar days after the date of the closure letter or the LOF to do so. If an appeal has been submitted, the Five County Association

of Governments will forward appeals to the UDOT Civil Rights Title VI Coordinator within 10 days.

When a complaint has been directly filed with another state or federal agency, the Agency is to inform the Title VI Coordinator where the complaint has been filed and coordinate any action needed by UDOT to resolve the complaint.

A person may also file a complaint directly with the Utah Department of Transportation at:

Utah Department of Transportation
Attn: Title VI Coordinator
4501 South 2700 West, P.O. Box 141265
Salt Lake City, UT 84114-1265

A person may also file a complaint directly with the Federal Transit Administration at:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

4.2 Title VI Informal Complaint Policy

Title VI complaints may be resolved by informal means. When informal means are utilized, the complainant must be informed of their right to file a formal written complaint. Such informal attempts and their results will be summarized by the Five County Association of Governments' identified Title VI Coordinator. The coordinator will log the complaint in the required complaint log (see Appendix C for a sample). If the complaint cannot be resolved informally, the Five County Association of Governments' identified Title VI Coordinator must inform the complainant of the formal process outlined above and instruct the complainant on how to proceed.

4.3 Title VI Log of Complaints/Lawsuits, etc.

The Five County Association of Governments will prepare and maintain a list of any alleged discrimination on the basis of race, color, or national origin, including any active investigations conducted by entities other than FTA, lawsuits, and complaints naming the Agency. The list will include the date that the investigation, lawsuit or complaint was filed; a summary of the allegation(s) and date resolved. See Appendix C for sample complaint log.

5. Title VI Notice to Beneficiaries

The Five County Association of Governments will provide information to the public regarding the Five County Association of Governments' obligations under FTA's Title VI regulations and apprise members of the public of the protection against discrimination afforded to them by Title VI. At a minimum, the Five County Association of Governments shall disseminate this information to the public by posting the notice on its website (if available) and in local media. The Five County Association of Governments will document where and when this information is posted.

The Five County Association of Governments will widely distribute its Title VI plan. The Title VI notifications are also included with all newly printed or revised agency publications, brochures and pamphlets meant for public consumption. The following notice is standard wording for publications, brochures, flyers, etc.:

The Five County Association of Governments is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and relevant guidance. The Agency assures that no person in the United States shall, on the grounds of race, color or nation origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

To request additional information on the Five County Association of Governments' Title VI policy, or to file a discrimination complaint, please contact the Five County Association of Governments at 435-673-3548.

The Complaint Procedure is located in the Five County Association of Governments Office at 1070 W 1600 S bldg. B, St George, UT or at <http://www.fcaog.state.ut.us/>.

6. Title VI Poster Requirements

The Five County Association of Governments will provide a poster (found in Appendix E) to meet the requirements listed below and will provide updates as required. The Five County Association of Governments will also keep a database of the location of all Title VI posters and ensure they are clearly posted in the appropriate public places. Posters will include the following information:

- Description of agency Title VI commitment
- Information for more of Agency's Title VI program and the procedures to file a complaint, contact information, email, and address
- For more information, visit <http://www.fcaog.state.ut.us/>
- FTA and UDOT Office of Civil Rights, Attention Title VI Program Coordinators, address to file a complaint directly with either the state or federal agency directly
- Additional information if another language is needed: 435-673-3548.
- Ensure the sentence inserted on the poster is also provided in any language(s) spoken by LEP populations that meet the Safe Harbor Threshold.

7. Public Participation Plan

The Five County Association of Governments will work with UDOT staff to identify targeted minorities within the service area. UDOT PTT staff will supply demographic information to the lowest census level possible within the region to identify specifically what minority populations exist within the Five County Association of Governments service area. The Five County Association of Governments will identify the appropriate locations to disseminate information to the identified populations (e.g., church, neighborhood gathering space) to seek comment, interest in new service or service revisions and/or extensions. The Five County Association of Governments will document and maintain on file all activities related to Title VI outreach. This plan and documentation will be made available at UDOT's request.

The regional mobility manager, employed by the Five County Association of Governments, will ensure that regional planning efforts include outreach to targeted populations within the Five County Association of Governments service area.

The Five County Association of Governments will provide a summary to UDOT of all outreach efforts upon request or prior to future plan submittals and review.

The Five County Association of Governments recognizes that future funding for new or revised service requires documentation of the above efforts.

8. Limited English Proficiency

- A. The Five County Association of Governments is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. By completing the Four Factor Analysis below, The Five County Association of Governments assures that no person shall on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any FTA service, program, or activity. Because the Five County Association of Governments is engaged in activities that do not include delivery of transportation services, including planning and mobility management, Five County AOG will utilize analyses conducted by UDOT staff for the regional service area which is appropriate to the region. UDOT's LEP documents and Title VI Plan can be found at:

<http://www.udot.utah.gov/main/f?p=100:pg::::1:T,V:3198>

1. Indicate the number or proportion of LEP persons eligible to be served or likely to be encountered by the program.
 - a. Describe how LEP persons interact with the Agency.
 - b. Identify LEP communities by language group.
 - c. Identify whether LEP persons are underserved by the Agency service due to language barriers.
 2. Indicate the frequency with which LEP persons come into contact with the program through the following methods:
 - a. Buses
 - b. Public meetings
 - c. Customer service interactions
 - d. Surveys
 3. Describe the service and the nature of importance of the service (narrative).
 - a. Participate in the development of the coordinated plan to meet the specific transportation needs of seniors and people with disabilities especially those with LEP needs.
 - b. Include special language assistance for public meetings.
 4. Indicate the resources available to Agency for LEP outreach, as well as the costs associated with that outreach.
- B. Following completion of the Four Factor Analysis, the Five County Association of Governments assures that based on the results of the Analysis, a Language Assistance Plan

will be created. The Five County Association of Governments Language Assistance Plan includes the following:

1. Results of the Four Factor Analysis, including a description of the LEP Population(s) served
2. A description of how the Five County Association of Governments provides language assistance services by language
 - a. Vital written documents include Title VI Complaint Form, Notice to Beneficiaries, and other documents that provide access to services
3. A description of how the Five County Association of Governments provides notice to LEP persons about the availability of language assistance
4. A description of how the Five County Association of Governments monitors, evaluates and updates the language assistance plan
5. A description of how the Five County Association of Governments trains employees to provide timely and reasonable assistance.

9. Staff Ongoing Title VI Training Process/Description

All Five County Association of Governments staff and volunteers will be trained either annually or as newly hired staff/volunteers on Title VI. Training will include the following documents:

- Non-discrimination poster
- Title VI complaint form
- Complaint log
- LEP (Four Factor Analysis and Language Assistance Plan)
- Title VI brochure

Five County Association of Governments will utilize UDOT staff to assist with trainings. Affidavits will be signed when training is completed and filed as part of the Title VI program documentation.

APPENDIX A:

UDOT Title VI Complaint Procedure and Investigation Guidelines

UDOT Title VI Complaint Procedure and Investigation Guidelines

A. SCOPE OF TITLE VI COMPLAINTS

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI may individually or through a legally authorized representative make and sign a complaint and file the complaint with the UDOT Title VI Compliance Specialist. Allegations received do not have to use the key words “complaint,” “civil rights,” “discrimination,” or even their near equivalents. It is sufficient if such allegations imply any form of unequal treatment in one or more of our programs for it to be considered and processed as an allegation of a discriminatory practice.

B. UDOT TITLE VI PUBLIC NOTICE PROCESS

The Utah Department of Transportation has given assurance for the protection of the general public in accordance with Title VI. The UDOT, by a public notice process, affords the general public an opportunity to formally complain to the Department with regard to the Department’s treatment of Agency activities as they may adversely affect some. Public notices relating to UDOT Title VI Complaint Procedures shall be published annually in newspapers having a general circulation in the vicinity of proposed projects. As a minimum, such public notice shall contain the following:

1. UDOT assurance of compliance with Title VI of the Civil Rights Act of 1964 and Departmental Policy concerning non-discrimination in all UDOT activities.
2. Public right to file complaints.
3. One hundred eighty (180) calendar day time limit for filing of complaints.
4. Complaint filing procedure.

C. UDOT TITLE VI FORMAL COMPLAINT PROCEDURE

AUTHORITY

49 CFR 21.11 (b), U.S. DOT'S Title VI Regulations

"Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by this part may by himself or by a representative file with the Secretary a written complaint. A complaint must be filed no later than 180 calendar days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary."

This section outlines the Title VI complaint procedures, which will be followed in processing and conducting the investigation of complaints alleging discrimination under Title VI of the Civil Rights Act of 1964. These procedures define the responsibilities of the Title VI Coordinator with respect to investigation and resolution of complaints.

1. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI may individually or through a legally authorized representative make and sign a complaint and file the complaint with the UDOT Title VI Coordinator. Allegations received do not have to use the key words "complaint," "civil rights," "discrimination," or even their near equivalents. It is sufficient if such allegations imply any form of unequal treatment in one or more of our programs for it to be considered and processed as an allegation of a discriminatory practice.
2. Within ten (10) calendar days, the Title VI Coordinator will acknowledge receipt of the allegation. A notification letter will be sent to the complainant of the action taken or proposed action to process the allegation, and advise the complainant of other avenues of appeal available to them if they do not agree with the decision.

The notification letter will contain:

- a. The basis for the complaint.
- b. A brief statement of the allegations over which UDOT has jurisdiction.
- c. A brief statement of UDOT's jurisdiction over the recipient to investigate the complaint; and
- d. An indication of when the parties will be contacted.

Depending upon the nature of the complaint, the complainant may go to the following:

- a. U.S. Department of Justice (USDOJ)

- b. The filing of complaints with FHWA, FTA or FAA must be within the appropriate jurisdictional time frame. Each agency must be contacted by the complainant for the specific appeal procedure to be followed.
- 3. The Title VI Coordinator will review and determine the appropriate action regarding every complaint. UDOT will not proceed with or continue a complaint investigation if:
 - a. The complaint is, on its face, without merit.
 - b. If, the same allegations and issues of the complaint have been addressed in a recently closed investigation or by previous Federal court decisions.
 - c. The complaint allegation is moot and there are no class allegations; or
 - d. The complainant's or injured party's refusal to cooperate (including refusal to give permission to disclose his or her identity) has made it impossible to investigate further.
- 4. The Title VI Coordinator will also notify the appropriate DOT modal agency, i.e. FHWA, FAA, or FTA Regional Office of Civil Rights within ten (10) calendar days of receipt of the allegations.
 - a. Name, address, and phone number of the Complainant.
 - b. Name(s) and address(es) of persons alleged to have been involved in the act.
 - c. Basis of alleged discrimination (i.e., race, color, sex, national origin, disability, or age). Federal Transit Title VI discrimination complaints covers race, color or national origin. Physical or mental disability is added due to the Rehabilitation Act of 1973 and the Americans with Disability Act of 1990.
 - d. Date of alleged discriminatory act(s).
 - e. Date complaint was received by the UDOT.
 - f. A brief statement of the complaint.
 - g. Other agencies (state, local or federal with which the complaint has been filed).
 - h. An explanation of the actions the Department has taken or proposed to resolve the issues raised in the complaint.
- 5. Within sixty (60) calendar days, the Title VI Coordinator and appropriate Program Designee will conduct and complete an investigation of the allegation, and based upon the information obtained, will render their recommendation for action in a report of

findings to the Director of the UDOT. The report will be completed with the coordination and consultation of the Department's General Counsel.

6. The Utah Department of Transportation will establish procedures for promptly resolving deficiency status and reducing to writing the remedial action considered necessary. All within a period not to exceed sixty (60) calendar days.
7. A copy of the complaint together with a copy of the UDOT's report of the investigation shall be forwarded to Federal Transit, Regional Civil Rights Officer within (60) calendar days of the date the complaint was received by UDOT.

D. UDOT TITLE VI INFORMAL COMPLAINT POLICY

1. Title VI complaints may be resolved by informal means. When informal means are utilized, the complainant must be informed of their right to file a formal written complaint. Such informal attempts and their results will be summarized by the Title VI Designee and forwarded to the Title VI Coordinator.
2. Any complaint received in writing shall be considered to be a formal complaint and shall be handled under the formal complaint procedure outlined above.
3. The Title VI Coordinator will periodically inform the Federal Transit, Regional Civil Rights Officer regarding the status of complaints.
4. When a complaint has been directly filed with another state or Federal agency, the Title VI Coordinator is to be informed by the Agency where the complaint has been filed and coordinate any action needed by the UDOT to resolve the complaint.

APPENDIX B:

Title VI Complaint Forms

Five County Association of Governments Utah Department of Transportation

P O Box 1550

Civil Rights Division

St George, UT 84770

P O Box 141520

Salt Lake City, Utah 84114-1520

(435) 673-3548

(801) 965-4384

Fax: (435) 673-3540

Fax: (801) 965-4101

TITLE VI COMPLAINT FORM

Complaints must be in writing and filed with the Five County Association of Government or UDOT Title VI Coordinator within 180 calendar days following the date of the alleged discriminatory occurrence. Complainant has a right to representation, file a written complaint with FTA, Regional Civil Rights Officer, complainant has the option to remain anonymous or to seek assistance in filling out the complaint form.

Your Name _____ Date of Filing _____

Your Address _____

Work Phone _____ Home Phone _____ Cell Phone _____

FTA recognizes race, color and national origin as basis for Title VI complaints. Indicate on what ground(s) you believe you were discriminated against by checking the applicable boxes below:

☐ **Race**

☐ **Color**

☐ **Nat. Origin**

Explain why you believe discrimination has taken place. Please provide date(s), time(s), and location(s) of discrimination. Please provide witness name(s), address(es), and telephone number(s). Please provide name(s) and work location(s) of person(s) you believe responsible for the discrimination. Explain the resolution you request. (Use additional sheets of paper if needed.)

Indicate the person(s) who are alleged to be responsible.

Name(s)	Agency	Work Location (if known)	Classification (if known)

What Remedy? Requested Action? And/or Adjustment you are requesting? Please be specific.
Use additional sheets as necessary. _____

Your Signature _____ Date

Form SFN 51795
Revised: June 1, 2011

Five County Association of Governments	Utah Department of Transportation
P O Box 1550	Civil Rights Division
St George, UT 84770	P O Box 141520
	Salt Lake City, Utah 84114-1520
(435) 673-3548	(801) 965-4384
Fax: (435) 673-3540	Fax: (801) 965-4101

FORMULARIO DE QUEJAS TITULO VI

Quejas deben ser sometidas por escrito y presentadas al Coordinador de Titulo VI durante los 180 días a partir de la fecha en que ocurrió la presunta discriminación. El demandante tiene derecho a representación. Someta su queja por escrito a FTA, Oficial de Derechos Civiles de la Region. El demandante tiene la opción a permanecer anónimo o solicitador ayuda llenando el formulario de quejas.

Nombre _____ Fecha _____

Dirección _____

Tel Empleo _____ Tel Hogar _____ Tel Cel _____

FTA reconoce raza, color, y origen nacional como bases para quejas al Titulo VI. Indique el motivo por el cual cree haber sido discriminado(a) marcando una de las siguientes opciones:

☐ ☐ **Raza** ☐ ☐ **Color** ☐ ☐ **Origen Nacional**

Explique porqué cree que ha sufrido discriminación. Por favor provea fecha(s), hora(s), y lugar(es). Por favor provea nombres de testigo(s), direccion(es), y número(s) de teléfono. Por favor provea nombre(s) y lugar(es) de empleo de la(s) persona(s) quienes usted cree son responsables de la discriminación.

Explique la resolución que está pidiendo. (Use mas hojas si es necesario)

Indique que persona(s) son presuntamente responsables

Nombre(s)	Agencia	Lugar de empleo (si disponible)	Clasificación (si disponible)

¿Qué remedio, acción, o ajuste está solicitando? Por favor sea específico(a). Use mas hojas si es necesario.

Firma _____ Fecha _____

51797

October 24, 2011

Form SFN

Revised:

APPENDIX C:

Title VI Complaint Log

APPENDIX D:

Notice to the Public

Notice to the Public

Five County Association of Governments

- The Five County Association of Governments operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Five County Association of Governments Civil Rights Department or appropriate individual.
- For more information on the Five County Association of Governments civil rights program and the procedures to file a complaint, see <http://www.fcaog.state.ut.us/> . The complaint procedure is also located in the Five County Association of Governments Office at 1070 W 1600 S bldg. B, St George, UT
- Complaints must be filed in person or in writing. Complaints should be directed to:
Transportation Planning Office
Five County Association of Governments
Attn: Title VI Officer
1070 W 1600 S, bldg. B
St George, UT 84770
- A complainant may file a complaint directly with the Utah Department of Transportation:
Utah Department of Transportation
Attn: Title VI Coordinator
4501 South 2700 West, P.O. Box 141265
Salt Lake City, UT 84114-1265
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint at:
Federal Transit Administration, Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC 20590
- For information in another language, contact the UDOT reception desk at 801-965-4000 or go to UDOT's Translators website at www.udot.utah.gov/go/titleVI

APPENDIX E:

Title VI Poster

Title VI Poster



NON-DISCRIMINATION TITLE VI POSTER

Title VI and Nondiscrimination Commitment (FHWA):

Pursuant to Title VI of the Civil Rights Act of 1964 and related laws and regulations, UDOT will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age or disability.

Title VI and Nondiscrimination Commitment (FTA):

Pursuant to Title VI of the Civil Rights Act of 1964 and related laws and regulations, UDOT will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color and national origin.

Complaint Procedures:

UDOT has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with UDOT or locally with the Five County Association of Governments. Any such complaint must be in writing and filed with the Five County Association of Governments or UDOT Title VI Coordinator within one hundred eighty (180) calendar days following the date of the alleged discriminatory occurrence. For more information, please contact the Five County Association of Governments' or UDOT's Title VI Coordinator.

ADA/504 Statement:

Pursuant to Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations, UDOT will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. UDOT will provide reasonable accommodation to disabled individuals

who wish to participate in public involvement events or who require special assistance to access UDOT facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, UDOT asks that requests be made at least five (5) calendar days prior to the need for accommodation. Questions, concerns, comments or requests for accommodation should be made to UDOT's ADA Coordinator.

Services are provided free without charge for individuals with special needs with disabilities. Any fees will be paid by the recipient or subrecipient. The public will have access to translators, "I Speak Cards", TTY/TDD services and vital documents translated when requested.

UDOT Title VI Coordinator

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UDOT ADA Coordinator

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Five County AOG Title VI Coordinator

Levi Roberts
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Fax: (435) 673-3540



CARTEL TITULO VI NO-DISCRIMINACION

Título VI y Compromiso a no discriminación (FHWA):

Según el Título VI de el Acto de Derechos Civiles de 1964 y leyes y reglamentos relacionados, UDOT no quedará libre de participación en, negará beneficios de, o sujetará a discriminación a nadie en base a raza, color, origen nacional, sexo, edad o discapacidad.

Título VI y Compromiso a no discriminación (FTA):

Según el Título VI de el Acto de Derechos Civiles de 1964 y leyes y reglamentos relacionados, UDOT no quedará libre de participación en, negará beneficios de, o sujetará a discriminación a nadie en base a raza, color, y origen nacional.

Proceso para Tramitar Quejas:

UDOT ha establecido un proceso para tramitar quejas de discriminación y tomará acción pronta y razonablemente para investigar y eliminar discriminación cuando ésta suceda. Cualquier persona que crea que él o ella ha sido ofendido(a) por una práctica ilícita y discriminatoria bajo el Título VI tiene derecho a someter una queja formal con UDOT o localmente con Five County Association of Governments. Tal queja debe ser por escrito y sometida al Coordinador de Título VI de UDOT durante los ciento ochenta (180) días a partir de la fecha del presunto acontecimiento. Para más información, por favor comuníquese con el Coordinador de Título VI de UDOT o de Five County Association of Governments.

Declaración ADA/504:

Según la Sección 504 de al Acto de Rehabilitación de 1973 (Sección 504), El Acto de Ley para Estadounidenses con Discapacidades de 1990 (ADA) y leyes y reglamentos estatales y federales relacionados, UDOT hará todo esfuerzo para asegurar que sus instalaciones, programas, servicios, y actividades sean accesibles a todos aquellos con discapacidades. UDOT hará modificaciones razonables para individuos con discapacidades quienes deseen participar en eventos públicos o a quienes requieren asistencia especial para accede programas, servicios o actividades. Ya que porveer tales modificaciones puede requerir asistencia de terceras personas, organización o recursos, UDOT pide que cualquier petición sea hecha al menos cinco (5) días antes de la fecha en que se necesita tal modificación. Preguntas o solicitudes deben ser dirigidas al Coordinador de ADA de UDOT.

Los servicios serán proveídos libres de cargo a individuos con necesidades especiales o discapacidades. Cualquier cargo será pagado por el beneficiario. El public tendrá acceso a traductores, tarjetas “Yo Hablo”, servicios TTY/TDD y documentos esenciales traducidos cuando sea necesario.

Coordinador Título VI de UDOT

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